GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

Sustainable improvements in Governance – Strengthening of institutions and administrative processes - File disposal drive, conversion to e-file system etc. – Orders – Issued.

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GENERAL ADMINISTRATION (SC.A) DEPARTMENT

G.O.Rt.No.2184 Dated:25-10-2016.

Read the following:-

1. D.O. Letter No.C1/113/2016, Dt: 10.02.2016 of CCLA & Spl. Chief Secretary, Govt. of Andhra Pradesh.
2. Govt. Memo NO.403/SC.A/A1/2016, Dt: 09.05.2016 of General Administration (SC-A) Department.

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O R D E R:-

As a part of making Andhra Pradesh the best State in the country by 2029, Hon'ble Chief Minister desired to streamline administration at all levels. In this context it is essential to bring in increased transparency, accountability and enhanced accessibility of administration to general public besides making it efficient at all levels. This is expected to result in strengthening the traditions and institutions which determine the capacity of the Government to effectively formulate and implement sound socio-economic policies. Deploying technology to replace the existing traditional file system with single e-file system is a step in the direction of achieving this objective.

2. Files are instrumentalities through which issues that come up before the Government are processed, examined and appropriate decisions taken. In view of the proactive development and welfare oriented administrative disposition that exists in our State most of the issues that come before Government pertain to poor and vulnerable sections. This is more so in Collectorates at District level. Expeditious and meaningful disposal of files therefore assumes higher significance.

3. Over a period of time due to weakening of intra-office systems and procedures file disposal has ceased to be quick, automatic and purposeful. As a result it is being perceived that only matters where there is follow up are getting disposed off quickly and files dealing with issues pertaining to poor and vulnerable sections who do not have the wherewithal to pursue their matters seldom get resolved. There is, therefore, imminent need to make systemic improvements.

4. E-office has the potential to change the existing situation. Automation can effectively replace manual systems resulting in easy tracking of files, drastic reduction in transit delays and effective review of pendency. File disposal is bound to improve both in quantitative and qualitative terms.

5. In view of the above it is decided by the Hon'ble Chief Minister to convert to e-file system from the existing physical file system even at the District level.

(P.T.O.)

Based on the feedback received from the field offices it is decided to launch a drive to carefully examine and close all those files which can be disposed of so that only those files which remain can be scanned and uploaded into e-office system. Accordingly drive to dispose off issues and close files was launched in February 2016 as per instructions issued vide CCLA's DO letter no C1/113/2016 Dt 10.02.2016. Further, detailed instructions were issued vide Govt. Memo no 403/SC.A/A1/2016, General Administration (SC.A) Department, Dt.09.05.2016 to reduce pending files to improve efficiency. The strategy for effective file disposal was also discussed in the last Collectors Conference. Similar action was taken in the Secretariat at the State level to reduce the physical files being carried from Hyderabad to Velagapudi to the barest minimum.

6. The following further instructions are issued:

The Collectors are requested to have all the files which can be closed by 15th November separated and bring finality to the file disposal drive by taking action to close them. The remaining files need to be scanned and uploaded into e-office system.

1. Closure of files by 15th November

The Collector should identify a few senior/effective officers to supervise and facilitate proper decision making and closure of files. The first and most important step to be taken under the supervision of these officers is to correctly identify files which can be decided and closed as per the strategy already discussed and being implemented. These officers should proactively coordinate and obtain information if any from field offices or any instruction/guideline required from HOD/Secretary to Government to take decisions. These officers should be given free access to Collectors for any quick consultation. Care is to be taken to see that no file is prematurely closed.

2. E-office system to be launched on 01.12.2016

Once files which can be decided and closed are identified and separated all the remaining files become those which need to be scanned and uploaded into e-office system. This will involve scanning on a large scale and therefore needs to be properly organised. It is important to start this work immediately. If the number of scanners available are insufficient scanning work can be outsourced. Payment can be made at rates not exceeding the rates approved at the time of state division in the G.O.Ms.No.110, Dt: 09.04.2014 of G.A.(SR) Department. District Collectors of Krishna and West Godavari Districts who have already implemented e-office to a high degree can also be consulted.

Training requirements

The Secretary, IT&C Department will arrange for training of staff on e-office system. The Collectors are requested to coordinate with him.

All the preparatory steps, including scanning and uploading, should be completed by 30.11.2016 and arrangements to launch e-office on 01.12.2016 should be made.

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3. Janmabhoomi/Meekosam:

Janmabhoomi- Maa vooru, a mission mode people centred programme was launched by the Government in tune with the broad development agenda. Further as a part of having a continuous mechanism for public to represent their grievances to administration an online grievance receipt and disposal mechanism in the form of Meekosam programme was launched.

Till now three phases of Janmabhoomi were completed. Before launching of fourth phase of Janmabhoomi, it is essential that all the grievances received in earlier JB phases and Meekosam programme are brought to a logical conclusion. Therefore, all the Collectors are requested to bestow personal attention to ensure that all applications received under earlier JB phases/Meekosam are attended to immediately.

The collectors are requested to consolidate the data in the following format and keep it ready for the upcoming inspections.

S No	Total Applications received under JB III/ Meekosam	Disposed			Pending	Remarks
		Accepted	Rejected	Reasons for rejection		

4. <u>Accessibility to Public:</u>

As a measure of increasing transparency, it is important that the administration at all levels is easily accessible to general public. During various video conferences all collectors were instructed to have a Grievance redressal mechanism at District and Division levels established with suitable facilities such as efficient staff for receipt and follow up of the grievance representations, seating arrangements, availability of drinking water/toilets etc.,

5. <u>Meso Level Strengthening:</u>

In order to decentralise governance, improve efficienty and access it is decided to strengthen the meso level administration by rationalising the jurisdiction of the Divisions and provide them with development orientation. The CCLA will evolve the required parameters and coordinate with the District Collectors for reorganising the existing Revenue Divisions.

6. CM Assurances:

All the collectors are requested to bestow personal attention and ensure that all the assurances given by Honble CM are fulfilled. The information may be consolidated in the following format.

(P.T.O.)

	Name of the District	Place and Date of Visit of Honble CM	Name of the Assurance	Redressed (Yes/No)	If "No" what is present position	Present Status	Remarks

7. The following will be the District wise arrangement of in-charge officers to provide support and guidance to the Collectors on all aspects mentioned above. These officers will verify the quality of file disposal, and other focus areas of 'File disposal' i.e., Mee Kosam, Janmabhoomi Grievances, accessibility of District administration to Public, Chief Minister Assurances and NREGS and provide guidance to the Collectors. They will also review the preparedness of the District administration to launch e-office on 01.12.2016 and provide necessary guidance. Further the same officers will conduct Collectorate office inspection during December 2016.

S.No.	District	Incharge
(1)	(2)	(3)
1	Srikakulam	Sri G. Anantha Ramu, IAS (1990)
2	Vizianagaram	Sri Ram Prakash Sisodia, IAS (1991)
3	Visakhapatnam	Sri Solomon Arokia Raj, IAS (2000)
4	East Godavari	Sri Neerab Kumar Prasad, IAS (1987)
5	West Godavari	Sri J.S.V. Prasad, IAS (1987)
6	Krishna	Sri B. Rajasekhar, IAS (1992)
7	Guntur	Smt. G. Jaya Lakshmi, IAS (1995)
8	Prakasam	Smt. Sumita Dawra, IAS (1991)
9	S.P.S. Nellore	Sri B. Sreedhar, IAS., (1998)
10	Chittoor	Sri Karikal Valaven, IAS (1989)
11	Kurnool	Sri Mukesh Kumar Meena, IAS (1998)
12	Ananthapuramu	Sri K. Vijayanand, IAS (1992)
13	Y.S.R. Kadapa	Sri Shashi Bhushan Kumar, IAS (1996)

Single file e-office system from Mandal level to the Government level

It is to be borne in mind that very soon 'Single file e-office system from Mandal to the Government level will be introduced and all the steps mentioned above are required to be taken effectively to facilitate smooth and effective transition.

8. **The District Collectors are requested to inform the Chief Secretary through a D.O. Letter the action taken on all the above issues within one week from the date of this order.**

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

SATYA PRAKASH TUCKER
CHIEF SECRETARY TO GOVERNMENT

To
All the Collectors & District Magistrates of Districts in the State.
The Chief Commissioner of Land Administration & Special Chief Secretary, A.P.

(Contd..P.5.)

All the District in-charge officers appointed
All the Special Chief Secretaries to Government / Principal Secretaries to Government / Secretaries to Government.

Copy to:
The Special Chief Secretary to Government, Planning Department,
PS to Chief Secretary, Govt. of Andhra Pradesh,
P.S. to Special Chief Secretary/ Principal Secretary to Chief Minister.
SC/SFs.

// FORWARDED :: BY ORDER //

SECTION OFFICER (SC)